

I am dead set AGAINST any merger with Adelphia. I am also against other large cable company mergers. The clients—everyday people like me—are not being served

by huge profit generating corporation bent on making megabucks for the board and CEO. I do not feel as if Adelphia perceives me as a client (although I pay them about \$65 a month for cable reception)—I feel I am a bank account that they want to dip into without providing corresponding services or even acknowledgment. I feel, even though I pay for my cable \“service\” (and I do use the word service very loosely here) no one cares or monitors if I actually receive reception or service that I am paying for. My complaints of poor reception and no service are going unresolved. I am currently an Adelphia subscriber, and am totally frustrated with the lack of service and information I have received in the last two weeks from Adelphia. My cable bill usually runs about \$65 a momnth. I am NOT getting \$65 reception or service from Adelphia. I do not know what is going on, but I feel I have been lied to and manipulated as an unsuspecting consumer. I am not getting answers despite numerous attempts initiated on my part.

I have had cable TV here in Hall county, Georgia, since 1999. I am not satisfied with my cable service and I am certainly not satisfied with the prices I pay each month—based on the lack of service I encounter when there is a problem with my cable TV.

My original provider, Benchmark Cable, was bought out by Adelphia. During the past 2 weeks, I have made at least 8 calls of complaint to Adelphia about my cable reception being faulty to getting no picture or audio at all on either of my two TVs.

I have asked to speak to the Supervisor on duty and finally, after 4 different requests in 4 different calls about 4 different UNRESOLVED complaints over the last two weeks, was connected to a Supervisor for the first time yesterday. And that supervisor told me that he didn’t know what the cable problem was and didn’t know how to resolve it and that many people were experiencing such unexplained cable outages. The supervisor said that he had not been told what the problem was by the \“higher ups\”.

I feel—and have stated this to the cable company in many of my calls—that over the past two weeks I am paying for service I am not getting. And I am not being helped by the telephone assistants. I was told by Adelphia

representatives that the whole state of Georgia has been experiencing cable problems over the last two weeks. I have been told on two occasions in phone calls to Adelphia that the cable company itself does not know what the problem is, but is telling people to turn in their converter boxes, get new converter boxes, and hook the new boxes up themselves in hopes that would resolve the unexplained and unresolved reception problems!!!! Forget that! I made an appointment with the cable company technicians to come out to my home to try to discover the problem with my service, but when the technicians did not show up and I called to inquire why, I was told three different stories. It turns out that the cable company had cancelled my appointment without my knowledge and without any notice to me. If I hadn't called to inquiry why the technicians didn't show up, I still would be waiting for them with no explanation and continued faulty cable reception.

FYI my account is and has been paid up to date, so payment is not an issue here. I feel absolutely slammed and taken advantage of by Adelphia. I called the Georgia Secretary of State's office yesterday to complain and they referred me to the Governor's Office of Consumer Affairs. That office referred me to a Cable Association Consumer Group whose goal was to try to resolve disputes by having the cable company contact the complainant. Well, let me tell you, I feel like all I have been doing over the last two weeks is talking to the cable company—on my nickel—and that has gotten me nowhere in terms of improving my reception, but it has eroded all confidence I have had in Adelphia as a company and left me totally frustated. I live in a location where Adelphia is the only cable provider or I would switch to another cable company which served my area in a heartbeat, only there is not one.

Please know I have 26 years of education, a B.A., M.A., and J.D. degrees. I am ABD on my Ph.D. in COMMUNICATION no less. And still my frustration with my telephone conversations with Adelphia couldn't be greater.

Please keep the ordinary people who are cable clients in mind in your decisions, FCC! Cable companies need stricter oversight and public accountability. The ordinary person with a complaint is made to feel as if they have no standing and no chance for remedial action when the cable company is at fault. HELP!

Cable companies have become less responsive to the needs and

requirements of communities. The quality of public accountability in local franchise agreements has declined, as big companies leverage their power to squeeze local governments.

In many communities, the truly independent sources of local news, information and culture come from the public channels produced at the local access centers. Unfortunately, local channels lack the resources to produce the programming that citizens want and need.

The last thing we need is to reward the anti-competitive actions of cable giants by permitting greater consolidation in ownership, reducing competition, and encouraging more of the same.